

# EMS Billing Patient Payment Office of Management & Budget



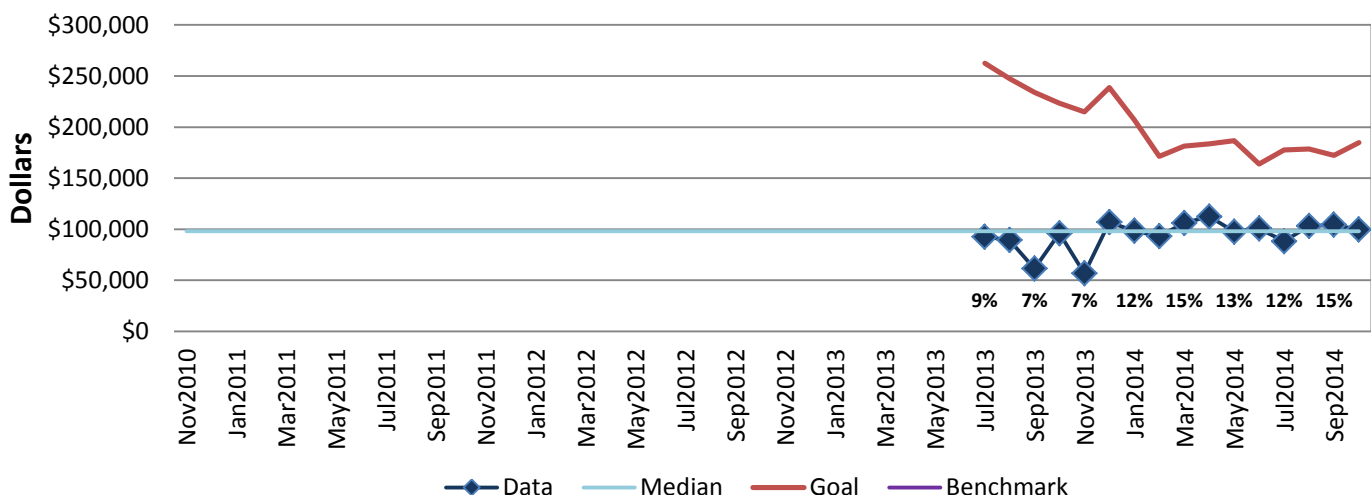
KPI Owner: Steve Rowland

Process: EMS Billing

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: TBD</p> <p>Goal: Increase Patient Pay collection portion to at least 25% of what is billed to Patient Pay</p> <p>Benchmark: FY 2014</p>	<p>Data Source: Zoll Solutions</p> <p>Goal Source: OMB</p> <p>Benchmark Source: TBD</p>	<p>Plan-Do-Check-Act Step 1: Define the problem</p> <p>Measurement Method: Track and monitor collections for patient pay accounts</p> <p>Why Measure: To clearly identify problem areas and develop solutions to increase revenues by this payer type</p> <p>Next Improvement Step: Validate problem, benchmark, baseline, and goal</p>

Nov2013-Oct2014 12 Month Goal	Nov2013-Oct2014 12 Month Actual		Oct2014 Goal	Oct2014 Actual	
<b>\$2,261,458</b>	<b>\$1,167,429</b>		<b>\$184,808</b>	<b>\$99,662</b>	
Dollars	Dollars		Dollars	Dollars	

## EMS Billing Patient Payment



## Patient Pay Portion

